

Complaint Log				
Date	Time	Phone #	Patient Name	Notes
	7:30			Patient called to say that he purchased 10 seeds from [REDACTED] and they were all "junk" when he talked to [REDACTED] they said they wouldn't "back" the purchase because it is out of their hands once the product leaves the door. Product is harsh and seedy. [REDACTED] told him to email a photo of the seed pods and the product 3 weeks ago but [REDACTED] has not heard back from the Dispensary in regards. Initials MB
	2:00			spider mites and mold on clones [REDACTED] purchased a year ago. Knows a patient [REDACTED] that purchased moldy flowers 3 months ago. [REDACTED] now available in clones) [REDACTED] society, and since she has gone there none of the pens/cartridges work. She keeps telling them they do not work and when they bring her a new one, that also doesn't work. She keeps leaving them messages to address the problem but has not heard back yet. Initials LIW
	2:25 PM			switched to [REDACTED] work and when they bring her a new one, that also doesn't work. She keeps leaving them messages to address the problem but has not heard back yet. Initials CEG
	10:35 AM			Per issues and scheduling issues. [REDACTED] told her that she would receive a new pen by delivery on Thursday. She was calling for a delivery time and did not receive a call back. I called [REDACTED] and he is going to contact the patient regarding her delivery. Initials LIW
	12:11 PM			[REDACTED] called to advise she is very dissatisfied with [REDACTED] She advised they at first forgot to deliver her the clones to her, and then when she called and confronted them, they delivered them and they were of very poor quality. She said she keeps threatening to call Watersbury and report the problems she's having to us and she feels like now they treat her badly and lie to her. She advised they told her they did not have my Kush plants but then they did have some. She feels they are also lying to her about not having any seeds and she does not trust they are telling her the truth. Initials CEG
	2:05 PM			"They always put the products that cost the most to me, no sale items or promotions ever. Not even letting me know that if you sign up and buy, you can get points towards things. Sold me a vaporizer that wouldn't work with the battery I have to purchase one from them. I have met someone who goes there and they get all the deals and promotions but not me. It's not like this in Colorado nor Washington D.C. Everyone gets the deal and it's known up front." Initials KE
	10:35 PM			

Dispensary	Date	Time	Phone#	Patient Name	ID #	Notes	Call taker initials
[REDACTED]	[REDACTED]	1340 hrs	[REDACTED]	[REDACTED]	[REDACTED]	These side effects higher blood pressure, loss of memory, increased urination, depression, slight increase of seizures, tired, falling asleep during the day which resulted in nighttime sleeping issues. No tracking sheet provided.	LW
[REDACTED]	0712 hrs		[REDACTED]	[REDACTED]	[REDACTED]	E-mail received: "I am in the Vermont marijuana registry, and I utilize the [REDACTED] Dispensary. I have suggested a few times to them some strains that work well for me in the hopes that they would grow them, they have not taken up my suggestions yet. Can you bring some help to this situation? The strains that I have suggested to them include: Juicy Fruit, Aurora Indica, God Bud, and Blackberry Kush. The [REDACTED] dispensary grows White Rhino which works well for me, however it is not always available, and it's always good to use variety so as not to build up a tolerance."	LW
[REDACTED]						Your dispensary has had serious ongoing inventory problems which have affected my access to medical marijuana to treat my medical condition. This problem has been going on for quite some time and it seems to be continuing and worsening. I wrote to your manager [REDACTED] on [REDACTED] and reported to her that I was completely out of medical marijuana, and once again suggested to her strains that I know work for my condition. At that time she said that White Rhino would be available in later January and that she had her managers approval to set aside one-half ounce for me. Now today I come to find out that you can only get aside one-fourth ounce of White Rhino for me. How can such a supply problem be allowed to continue for so long? We understand that you have accepted many new customers and that is a part of your supply problems. What about your long standing customers? Should they be impacted as a result of you growing your customer base? Shouldn't you have increased your inventory prior to growing your customer base? When will your inventory come into balance with your customer's needs? What if the local pharmacy does not have and keeps on hand enough prescription meds for patients who are being treated for diabetes, or arthritis, or [fill in the blank]? Do you realize the impact and stress you are causing me and your other customers? Please note that I have written to you managers [REDACTED] for about a year-and-a-half making suggestions for strains that I know work for me, and I can provide you copies of this correspondence if you wish. I need strong Indica strains such as White Rhino, God Bud, X-1, Big Baddah Cheese, Grand Daddy Purp, Alien Dawg, Juicy Fruit, Aurora Indica, and Blackberry Kush. I request that you respond to my questions and concerns. I have an appointment on [REDACTED] and I expect you to fulfill the promise made to me by your manager [REDACTED]. In addition, I requested and need 6 grams of Indica Hash. We are fortunate to live in a state that recognizes the need for medical marijuana for treating certain conditions of its citizens. Now it is time for you to do your part in fulfilling the needs of your medical customers. (email to [REDACTED] Lindsey and Guy Shurman)	LW
[REDACTED]						Since October has been getting told that she has to wait for product to grow, should be ready by end of November; then end of December; then the end of January. Frustrated that the product that works for her has not been in stock for months. They don't have the strains that work for her. Out of 15 strains, only 2 or 3 work for her. Worker said would hold 1/2 ounce of different product for her appointment on [REDACTED] so then told her when she called to reschedule appointment and confirm reschedule that they no longer were able to sell her the 1/2 ounce they were holding for her and that she was only able to purchase 1/8 ounce at a time. And now they will never have the strain that works for her because it is too hard to grow. [REDACTED] Strain is [REDACTED] Product used to be molds and "big" new product is small and dry, turns to "dust".	MB
[REDACTED]						Had an appointment card that specified [REDACTED] as his appointment date. Arrived at [REDACTED] to find out they were closed. Never received a reminder call until he arrived back home and the reminder call said his appointment was scheduled for [REDACTED] (the next day). [REDACTED] does not have product for "old or existing" patient. They are giving it to the "new" patients. They [REDACTED] shouldn't be allowed to have more patients designate them if they don't have the supply and product for the current patients."	MB
[REDACTED]						[REDACTED] system of dispensing clones. Mildewy clones, 'raged scraps'. Don't grow.	DM
[REDACTED]	0807 hrs		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] too crowded (too many patients); [REDACTED] no longer lets patients know when a limited reserve is available, never gets a call back. Does not get a warm fuzzy welcoming feeling from the employees. The State is allowing too many people to sign up for the registry. [REDACTED] A lot of people selling the dispensary product on the street. Only 2 kinds of marijuana available. Paints system is a crack, the dispensary will end up getting sued over this and not everybody wants to get a t-shirt saying where they get their product/achieve for the dispensary.	MB
[REDACTED]	1317 hrs		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] 1/4 oz bags with sticks, ret'd 2 1/8ths instead but now won't let him do that, cutting tops of the buds off (the best part), messing with the product, charging too much for the quality of the product, messing with people's medicine.	MB
[REDACTED]	1422 hrs		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	0807 hrs		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	1345 hrs		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	1935 hrs		[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	

Complaint Log

Complaint Log					
Date	Time	Phone #	Patient Name	ID#	Notes
	N/A				Product has gone downhill seeds or clones
	12:45				Dissatisfied with product selection, barely anything is available, not offering seeds or clones
	3:30 PM				Extremely dissatisfied with product, burned his throat. He advised what he purchased was not what it is supposed to look like and he cannot use such poor quality product. He thinks the state should regulate the quality of the product dispersed. Started the Lemon Haze strain he purchased looked extremely amateur.
	1320 hrs				████████ product is old, didn't work for the symptoms. When he mentioned it to █████ they told them if he didn't like it to go somewhere else. They weren't professional. They were rude about it.
	n/a				████████ refusing him an appointment. He's not getting return calls or emails for 1-2 weeks. █████ told him not to email because they don't get them even though their website says to email for an appointment.
	12:20 PM				████████ prices are too high. No sliding fee scale. No dispensary close to her. █████ telling her that the State (the VMR) mandates their prices.
	9:10 AM				Called to advise that he has to switch dispensaries because he was so unpleased with the flower product that █████ provided him with. He advised when he smoked the flower, it tasted and smelled like a the by product of the chemicals that they were using on it. He also advised his displeasure that █████ policy is that once a package is open, you cannot return it or get your money back whether you are dissatisfied with the product or not.
	10:45 AM				As he is unable to speak clearly on the phone, his wife called for him to explain his complaint. █████ has not had the product █████ needs available for 3 weeks now. What they do have available, they have "cranked" the price up on, and what is available is so old and dry that it burns almost instantly without effect. They also advised that because it is so old and dry, it's not weighing what it is supposed to.
	12:30 PM				████████ called to see what he would need to do to switch dispensaries because █████ never seems to have any of the Indica product that he needs for his medical issues. He said the lack of product is an ongoing issue for them.
					████████ constantly out of product.
					████████ cream and nasty, hung up on patient trying to schedule delivery. Changing prices. █████ at █████ stated she had to go to Canada and pick up more product. Patient doesn't know if they are receiving a delivery on █████ or not.
					LW ████████ routinely does not provide an estimated delivery time.

	Email		To Whom It May Concern, I have attempted to contact [REDACTED] several times about an issue I have with one of its products (malfunctioning oil cartridges it sells) but the company does respond. Is there a customer complaint service that I can contact in order to resolve this matter?	LW
16:35			Small labels, THC levels lower over the past few months, should be able to get samples, knows he can switch dispensaries but didn't know [REDACTED] in [REDACTED] was open. [REDACTED] claiming testing data is false because the THC results are low. Wants at least 18% THC and the marijuana is probably only 10%. He can't read label to see what the THC percentage is. He believes the testing data is correct because the THC level is low. [REDACTED] claiming they have great marijuana but it is not. Ripping patients off since they opened. The state needs to do something because they are ripping off medical patients.	LW
		10:30	[REDACTED] did not have the product she was looking for. In trying to find out when it would be available the customer service rep [REDACTED] was rude and eventually hung up on the patient. Patient stated that [REDACTED] has seemed disorganized and quality is worse than before. Has been a patient for a few years. Will likely switch dispensaries.	KE
		11:45	Feels like [REDACTED] is blowing her off. Left message, no call back. [REDACTED] said she would call her next week, but wouldn't take [REDACTED] order or schedule an appointment. Feels like they prioritize walk-in customers over delivery. "Why can't they hire a second delivery driver?"	KE
		13:05	Ordered a clone last week and was told he could pick it up [REDACTED] Called on [REDACTED] and was told there were no appointments available.	
		13:41	[REDACTED] didn't have any delivery appointments available. Feels like they need a second delivery driver if they can't serve all their patients	KE
		14:46	[REDACTED]	



State of Vermont
Marijuana Registry
45 State Drive
Waterbury, Vermont 05671-1300
www.dps.vermont.gov

Department of Public Safety

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[email] DPS.MJRegistry@vermont.gov

NOTICE OF NON-COMPLIANCE

On [REDACTED] the Department of Public Safety performed an on-site assessment of [REDACTED] for the purpose of determining compliance with 18 V.S.A. Chapter 86 and the Rules Regulating Cannabis for Symptom Relief. During the assessment, the Department discovered the following items not in compliance with the Rules:

- The Dispensary Personnel files of [REDACTED] were found to be incomplete, as they did not contain a job description or an employment contract, as required in Section 6.11.5.3 of the Rules.
- [REDACTED] was found to be serving a patient using an old ID card and old ID number, which did not have [REDACTED] designated as the patients registered dispensary, violating Section 6.1.11 of the Rules.
- A posting [REDACTED] advised of limited purchasing amounts of product available to patients, resulting in non-compliance with Section 5.9.1.2 of the Rules.

These items represent acts of non-compliance pursuant to Section 6 of the Rules Regulating Cannabis for Symptom Relief. The Department may suspend or revoke a dispensary's registration certificate for dispensaries found to have violated the provisions of Subchapter 2 of Title 18, Chapter 86 or the Rules governing the operations of a registered dispensary. Therefore, future like conduct will result in further enforcement actions including revocation or suspension of [REDACTED] registration certificate and/or revocation of registry identification card held by [REDACTED]

Per section 6.9.4 of the Rules Regulating Cannabis for Symptom Relief, the dispensary shall notify the Department in writing with a postmark date within 20 business days of the date of the notice identifying the corrective actions taken and the date of the correction.

Contact me with any questions regarding this matter.

Lindsey Wells
Marijuana Program Administrator

Cc: Entity file



State of Vermont
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Department of Public Safety

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NOTICE OF VIOLATION

On [REDACTED] the Department of Public Safety performed an on-site assessment of [REDACTED] for the purpose of determining compliance with 18 V.S.A. Chapter 86 and the Rules Regulating Cannabis for Symptom Relief. During the assessment, the Department discovered the following items in violation of the Rules:

- Pesticide usage in violation of the Agency of Agriculture, Food and Markets pesticide regulations;
- 110 instances of deliveries to 25 registered patient/caregiver's whose physical address was not transmitted to the Dispensary from the Vermont Marijuana Registry (VMR);
- Labeling of infused products did not contain the weight of marijuana contained within the product in grams or ounce units;
- Video Surveillance monitoring all areas containing marijuana. Alterations were made to the layout without communication to the VMR for assessment of safety and security;
- Trip Tickets did not contain all required information;
- Personnel files were not up-to-date. An employee, [REDACTED] did not have a personnel file available for inspection;
- The Dispensary failed to implement personnel policies and practices by not providing training addressing confidentiality; proper use of security measures and controls; and, how to respond to an emergency, including robbery or violent incident to each employee at the time of his or her initial appointment;
- Delivery records did not contain all required information.

These items represent acts of violation pursuant to Section 6 of the Rules Regulating Cannabis for Symptom Relief. The Department may suspend or revoke a dispensary's registration certificate for dispensaries found to have violated the provisions of Subchapter 2 of Title 18, Chapter 86 or the Rules governing the operations of a registered dispensary. Therefore, future like conduct will result in further enforcement actions including revocation or suspension of [REDACTED] registration certificate and/or revocation of registry identification card held by [REDACTED]

Contact me with any questions regarding this matter.

Courtney Gaboriault

Courtney Gaboriault
Administrative Services Coordinator

Cc: Lindsey Wells, Marijuana Program Administrator
Entity file

 VERMONT



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Department of Public Safety

Re: [REDACTED] Notice of Violation

This letter is to provide additional information related to the Notice of Violation dated [REDACTED]. One of the violations noted was pesticide usage. Pesticide operations did not appear to be in compliance with the regulations of the Vermont Agency of Agriculture, Food & Markets. Products, training, and storage requirements should be reviewed with that Agency to ensure compliance. [REDACTED] has until [REDACTED] to provide documentation that [REDACTED] has made contact with the Agency and provide a plan to comply with the Agency's regulations as they relate to pesticides. [REDACTED] has until [REDACTED] to provide documentation that all requirements pertaining to the Agency's pesticides regulations have been satisfied. Contact Cary Giguere at (802)828-6531 or Linda Bocuzzo at (802)828-6417 at the Vermont Agency of Agriculture, Food & Markets to address this violation.

Documentation of the corrective actions taken and the date of the corrections related to the following violations is due by [REDACTED]

- 110 instances of deliveries to 25 registered patients'/caregivers' whose physical address was not transmitted to the Dispensary from the Vermont Marijuana Registry (VMR);
- Labeling of infused products did not contain the weight of marijuana contained within the product in grams or ounce units;
- Video Surveillance monitoring all areas containing marijuana. Alterations were made to the layout without communication to the VMR for assessment of safety and security;
- Trip Tickets did not contain all required information;
- Personnel files were not up-to-date. An employee, [REDACTED] did not have a personnel file available for inspection;
- The Dispensary failed to implement personnel policies and practices by not providing training addressing confidentiality; proper use of security measures and controls; and, how to respond to an emergency, including robbery or violent incident to each employee at the time of his or her initial appointment;
- Delivery records did not contain all required information.

Failure to provide the requested documentation by [REDACTED] may affect the renewal of your registration certificate.

Contact Courtney Gaboriault with any questions regarding this matter.

Lindsey Weitz
Marijuana Program Administrator

Cc: Courtney Gaboriault, Administrative Services Coordinator
Entity file





State of Vermont
Marijuana Registry
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INSPECTION NOTICE

On [REDACTED] Department of Public Safety personnel, Kyle Emerson and Lindsey Wells, performed an on-site assessment of the [REDACTED] location in [REDACTED] for the purpose of determining compliance with the requirements contained in Title 18 Chapter 86 and the Rules Regulating Cannabis for Symptom Relief. No violations were identified during this on-site assessment, specifically related to security requirements, ID cards for on-site employees, and product transfer trip tickets.

Based on the information reviewed during the on-site assessment, Mr. Emerson and Ms. Wells determined [REDACTED] was in compliance with Vermont law and Rules regulating the program.

Sincerely,

Kyle Emerson
Administrative Services Coordinator

Cc: [REDACTED], entity file



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Department of Public Safety

Re: [REDACTED] Site Assessment – [REDACTED]

NOTICE OF ASSESSMENT

On [REDACTED], the Department of Public Safety Vermont Marijuana Registry staff, Lindsey Wells and Courtney Gaboriault, performed a site assessment of [REDACTED] located at [REDACTED]

[REDACTED]. Pursuant to Section 6.9, of the Rules Regulating Cannabis for Symptom Relief, a site assessment was performed for the purpose of determining compliance with 18 V.S.A. Chapter 86 and Rules adopted by the Department. During the assessment operating documents were reviewed. These documents included oversight procedures of the Dispensary, personnel records, and procedures to ensure accurate and confidential recordkeeping, as required by 18 V.S.A. § 4474e(d) and Section 6.11 of the Rules.

As a result of the information reviewed during this site assessment, it was determined [REDACTED] was in compliance with 18 V.S.A. Chapter 86 and the Rules. No corrective actions are required at this time.

Please contact me with any questions regarding this matter.

Sincerely,

Courtney Gaboriault

Courtney Gaboriault
Administrative Services Coordinator
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